

Help us enhance mental health support services in Leeds

Supported accommodation focus group
Friday 16 July 2021



Welcome and introductions

Adam Stewart

Senior Insight, Engagement and Involvement Officer

NHS Leeds CCG



Housekeeping

- Stick to the agenda
- Be honest
- Be open to new ideas
- Listen to others
- Respect confidentiality
- Don't judge
- Stay muted
- Use the chat!
- Turn your camera off if needed
- Only share what you are comfortable sharing
- Enjoy

Building healthier communities



Agenda

- Welcome, introductions, agenda and housekeeping
- Background to supported accommodation
 - What are supported accommodation services?
 - Which services are we talking about?
 - What do we already know?
 - What are we proposing to change?
- Group discussions in breakout rooms (if needed)
- Final thoughts and close



Enhancing Supported Accommodation services

Eleanor Hastwell

Programme Leader

Adults and Health Commissioning

Leeds City Council



This Review – Aim

To ensure that the services being reviewed are able to contribute to the delivery of an improved, integrated and outcomes focused community-based mental health offer for Leeds; supporting the ambitions of the Leeds Mental Health Strategy which says that Leeds will be a mentally healthy city for everyone.



This Review – Measures of success

How will we know if we've succeeded?

- People of all ages and communities will be comfortable in talking about their mental health and wellbeing.
- People will be part of mentally healthy, safe and supportive families, workplaces and communities.
- People's quality of life will be improved by timely access to appropriate mental health information, support and services
- People will be actively involved in their mental health and their care.
- People with long term mental health conditions will live longer, and lead fulfilling, healthy lives.



What is Supported Accommodation?

A variety of services are provided in Leeds which offer accommodation and support for people with mental health problems, some offer on-site staff who sleep in, others have staff nearby and your own self-contained accommodation.

The length of stay in services varies between 9 months and up to 5 years, and they offer support to people who have a variety of support needs.

Eventually people have to leave these services to go to more independent accommodation – “move on” – or to an alternative service.



What services are we talking about today?

- Community Links

- The Maltings
- Rose Villa
- Oakwood Hall
- Alexander House
- Octavia House
- Brigid House

Catholic Care

- Foundry Mill



What do we already know?

All the supported accommodation services provide high quality support, and we have had very good feedback from service users and families and carers. However, we think that there are some areas that need looking at:

- People who access these services have higher and more complex needs than before, sometimes services struggle to accept referrals or struggle to meet these needs.
- Services struggle to provide effective support within timescales for length of stay, but some people may be staying too long in services.
- Move-on options are difficult to find due to demand for properties and finding accommodation which is suitable for people's needs.
- One service provides on-site nursing care (nurses administer certain medications within the service, but don't give depot injections). This might need changing to better suit the needs and choice of clients.



What should we be aiming for?

Anyone who uses Supported Accommodation should:

- Have choice in where they are staying and have a range of services which clearly explain what support needs they can meet.
- Receive support that is individual to them, where necessary the service should be able to link up with other agencies to bring in specialist support.
- Receive support for a length of time which is flexible but achieves their support objectives
- When it is the right time to have realistic options to consider for move-on
- Be able to move into 'step-down' accommodation which meets their needs.
- Have ways of linking back into services quickly and easily in case of difficulties, e.g. outreach support to help with queries or help to maintain a tenancy.



Proposals for change

Simon Pickering

Contract Manager

Leeds City Council Adults and Health Commissioning



Proposals for change

- Provide additional staff at some of the services so that they can support people with more complex needs and provide extra input to people when they need it (particularly to cover evenings and weekends).
- Look at how long people stay in accommodation services; suggesting new lengths of stay for each service which are flexible but do have an end date, based on a person's needs.
- Improve move-on options by creating more step-down support options into community properties with visiting support, and expanding the Rose Villa resettlement service to help people in their own tenancies.



Proposals for change

- Make sure these move-on options are available to all people in supported accommodation services, including people who are in the higher needs services to try out more independent living options.
- Giving some people a chance of a ‘taster’ or trial session in a community property, but with the safety net of being able to return if it doesn’t work out.
- Looking at how we deliver nursing care at Oakwood Hall, if it should be on-site or provided in the community to offer people more flexibility.



Discussion Groups

- Zoom will put us all into break out rooms (if needed) so we can all have a chance to discuss the proposals
- We have a set of questions we want you to think about, that link to the proposals for change.
- We've got 60 minutes.
- We genuinely want to hear what you have to say, so please use this opportunity to get the conversation going.



Group discussion questions

- What do you think about our proposals around meeting higher and complex needs, will providing more staff and support at weekends help?
- How do we make sure the length of stay in services is realistic to meet people's needs but make sure people can move-on at the right time?
- Which of these ideas might help people move-on successfully ?
 - More step-down tenancies in the community with visiting support
 - Offering the option of 'taster' tenancies to try out independent living without risks
 - Offering more specialist visiting support e.g. like Rose Villa resettlement service
 - Your ideas?
- If you have stayed at Oakwood Hall do you think the nursing model should be changed or work differently ?



Final Thoughts and summing up



Focus Groups

Employment Support

20 July, 10am – 11.30am

Specialist Community Support

20 July, 2pm – 3.30pm

Service User Involvement

23 July, 1pm – 2.30pm

Refugees and Asylum Seekers

27 July, 10.30am – 12.30pm

<https://leedscommmhfocusgroups.eventbrite.co.uk>



Evaluation

Please take five minutes to fill in our online evaluation of the session which you will receive via email after this session.

Please be honest so that we can improve future sessions.



Thank you!

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

